
AGENDA
FOR THE REGULAR MEETING OF THE
LOS ANGELES COUNTY COMMISSION ON DISABILITIES

500 WEST TEMPLE STREET, ROOM 374A
LOS ANGELES, CALIFORNIA 90012



Access

Board of Directors

Summary Report on Access Board Meeting attended by Kurt Hagen,
Commission on Disabilities appointed Access Board Representative.

The following report is respectfully submitted by Kurt C. Hagen,
Access Services Board of Directors appointee for the Los Angeles
County Commission on Disabilities (LACCOD). This report is to be
submitted at the March 21, 2012, regular meeting.

1. The most recent meeting of the Access Services Board of Directors was held on February 27, 2012. The following report addresses actions taken therein.

BOARD OF DIRECTORS MEETING—FEBRUARY 27, 2012

2. CLOSED SESSION—The Board of Directors discussed one current, outstanding, case; that of Arun Prem v. Access Services. The Board further discussed an employee relations issue. **There was no reportable action taken.**
3. OPEN SESSION—The Board of Directors recommenced the meeting in Open Session.

General Counsel Jim Jones reported the following from Closed Session. There was no reportable action on Prem v. Access Services.

4. Superior Service Awards—The Board of Directors recognized Josh Orellana as the January 2012 awardee for Superior Service. Mr. Orellana is a mechanic for MV Transportation, serving the San Fernando Valley service area, for over seven (7) years. Please note: other than Mr. Orellana's outstanding service, this month's awardee has additional significance as it is the first time that someone "behind the scenes" has received the superior service award. This honor is usually bestowed upon an individual that has direct contact with the ridership. However, it is very important to remember those the riders do not see, such as the mechanics, who prove everyday they are just as vital to the success of Access as Drivers, Reservationists, etc.

Also honored at this Board of Director's meeting was the second (2nd) Driver to reach 100,000 safe miles goal—Juan Ramos Lugans from Global paratransit, serving the southern service region.

5. Minutes—The Board of Directors approved the minutes from the January 23, 2012, meeting.
6. General Public Comment—The Board of Directors heard the following general public comment:

There was no general public comment.

7. Consent Calendar—The Board of Directors took action on the following consent calendar items:

- a) Authorize Amendment of Foreign Language Telephone Interpreting Contract—The Board of Directors approved the extension of the contract with Pacific Interpreters, for foreign language interpretation services for the period of August 1, 2012 through July 31, 2013 and an increase in funds for the additional year of \$100,000. The rate per minute for services rendered has been reduced from \$1.03 to \$0.98.

Access has provided foreign language translation services for riders contacting the Operations Monitoring Center (OMC), Customer Service and Eligibility departments, as well as the service providers in each region.

This is the seventh and final option year beyond the initial three year base term on this contract with Pacific Interpreters.

Access currently hires only bilingual employees in the call center. The current procedure for assisting any caller whose primary language is not English is to utilize Pacific Interpreters for foreign language translation as they provide translation support for all languages Access may encounter. Having this function contracted out eliminates the frequent telephone “bottlenecks” of Spanish-speaking riders needing to wait to speak to Spanish-speaking representatives—leaving the Spanish-speaking employees overwhelmed with calls that no one else could assist with under the previous Access phone tree structure.

Pacific Interpreters is an entity employing professionals that are proficient in varying dialects and phraseology, etc.

- b) Approval to Extend Appeal Evaluation Services Contract—
The Board of Directors approved the extension of the contract with Lori M. Grebb Petrie (Petrie), via exercising the second of three option years for the provision of certification appeal services. This action covers the period of September 1, 2012 through August 31, 2013 and authorizes the increase of funds for the additional year of \$150,000. There is no change in the rate of compensation authorized in this contract extension.

The Americans with Disabilities Act (ADA) requires an appeal process to review eligibility determination disputes requested by the applicant. An applicant may appeal any

decision pertaining to eligibility including restrictions, temporary eligibility, or denial of service.

Upon receipt of an eligibility appeal filed by an applicant, Access forwards copies of the appeal, the appellant's initial evaluation and other pertinent information to an appropriate appeals contractor (of which Lori M. Grebb Petrie, Ph.D. is one) based upon the nature of the appeal request. The appeal contractor schedules an appointment with the appellant. If needed, Access provides transportation to and from the location of the appeal appointment at no cost.

Access maintains relationships with a variety of disability professionals to address appeal concerns. Access currently contracts with two medical doctors, one physical therapist, one clinical psychologist and two orientation mobility specialists to conduct appeal evaluations. It is essential for the proper handling of appeals that Access refers appeals to the appropriate type of appeals specialist. During both the current and most recent fiscal years, twenty six percent (26%) of the appeals have required referrals to a clinical psychologist. At this time, Dr. Petrie is the only clinical psychologist performing appeals services on behalf of Access.

- c) Proposed Chairperson of the Access Services Community Advisory Committee—The Board of Directors considered, and ultimately tabled, the appointment of David Foster, Manager of Customer Support Services and Access CAC Liaison, as the Chairperson of the Access Community Advisory Committee. The item has been tabled until the April 23, 2012 meeting based upon this body's seat's vehement objections to this item.
- d) Approval of Extension of Santa Clarita Service Area Contract—The Board of Directors approved the extension of the contract with the City of Santa Clarita's Santa Clarita Transit (SCT) for service in the Santa Clarita region. This approval exercises the second option year on the contract

for the period of August 4, 2012 through August 3, 2013 with a corresponding increase in funds of \$1,075,000.

With this contract extension, the monthly fixed rate will increase from \$29,934.65 to \$30,832.69, and the fixed per trip rate will increase from \$16.19 to \$16.68.

The Santa Clarita Service Contract was awarded to Santa Clarita Transit (SCT) on August 4, 2008. SCT's performance over the past year has been very good, despite operational challenges presented by an unprecedented increase in ridership.

- e) Approval to Award Telecommunications Service Contract—
The Board of Directors approved the execution of a contract for telecommunications services beginning August 1, 2012 through July 31, 2015 with Telecom Management Services, Inc. (TMSI) in an amount not to exceed \$4,320,000.

The existing contract had reached the maximum allowed term; therefore, the services required were put out to bid. Two proposals were received from AT&T and TMSI.

Telecommunications services are essential to provide the ability to communicate with contractors as well as provide local and 800 telephone service for reservations and customer service.

Analysis of the two proposals determined a monthly cost differential of less than \$600 under existing telecom demand. While the AT&T proposal provided costs savings related to fixed costs such as T1 data and voice line access, the TMSI proposal has a clear advantage related to variable costs such as per call and per minute pricing. This will result in a lower costs long term for telecommunication services as compared to the AT&T rates.

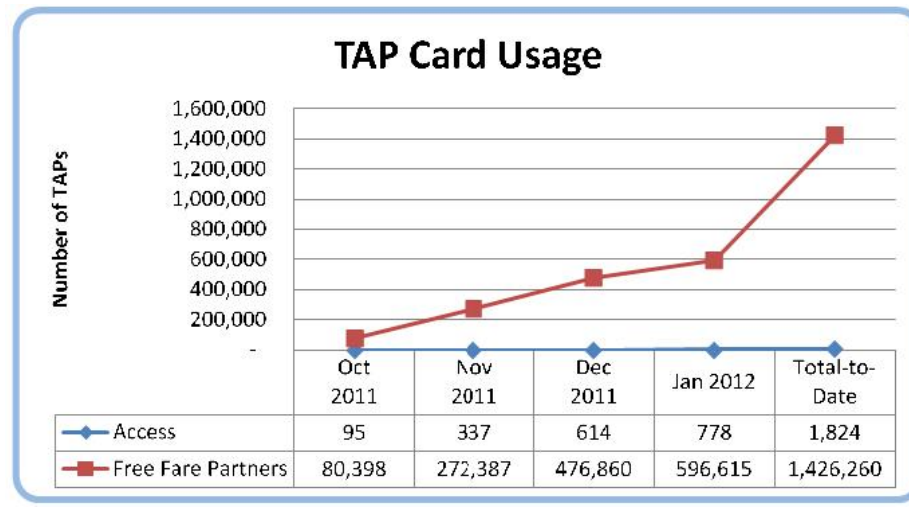
8. Access Services Satisfaction Survey 2011—The Board of Directors received a presentation of results of the 2011 Access Services Satisfaction Survey.

Please see the presentation made at the March 21, 2012 Los Angeles County Commission on Disabilities meeting by Matthew Avancena of Access Services for information regarding this topic.

9. TAP Card Update—The Board of Directors received a brief presentation by Deputy Executive Director, Administration, F Scott Jewell providing a status update on the TAP Card program.

To date, Access has distributed 58,000 TAP Cards to those Access riders who have made that request. While there have been some delays in “rolling out” this program, this latest distribution represents the completion of the clearing of the backlog.

TAP Card Usage (Since Introduction)		
MONTH	Access	Free Fare Partners
October 2011	95	80,398
November 2011	337	272,387
December 2011	614	476,860
January 2012	778	596,615
<i>Total-to-date</i>	1,824	1,426,260



10. Executive Director's Report—The Access Services Executive Director, Shelly Verrinder, presented the March "Executive Director's Report" for the month of February 2012.

Operations Data for February 2012

(Aggregate for All Providers)

Number of Trips	203,748
On Time Performance	92.3%
Average Call Hold Time	40 seconds
Cost per Trip	\$35.81
Number of Eligible Riders	120,241

In addition to the Customer Satisfaction Survey, there was also an Employee Satisfaction Survey conducted within the past month (between January and early February 2012).

The full report will be in the March 2012 Board Box Report. Details of this survey will be included in the April 2012 report to the Commission on Disabilities.

The Third (3rd) Annual Access Rodeo will be August 4, 2012 at the Pomona Fairplex.

NEXT ACCESS SERVICES BOARD OF DIRECTORS MEETING

The next meeting involving the Access Services Board of Directors is

the Annual Meeting, March 28, 2012, at 11:00 a.m. at the California Endowment.

The next regular meeting of the Access Services Board of Directors will be on April 23, 2012.

The following are the tentative anticipated topics for the Annual Meeting and the next regular Board of Directors meeting (as stated in the February 2012 Board Box Report):

Annual Meeting—March 28, 2012

Item	Description
Agency By Laws	Potential changes requiring member agency vote

April 23, 2012

Item	Description
Auditing/Financial Recording Services	Award of contract for auditing services
Ad-Hoc Budget Committee	Establishment of ad-hoc committee to review FY2012/13 budget
California Transit, Inc. (CTI)	Extension of vendor contract for transportation services in the West/Central region
Accurate Telecom	Extension of vendor contract for telephone maintenance services
Corvel	Extension of vendor contract for 3rd Party Risk Administration services

Respectfully Submitted,


_____**Date:** March 21, 2012